Role Description
Information Technology Director

<u>Description of Work</u>:
The IT Director makes policy decisions that set the overall direction for the work unit. Has significant input into the strategic direction of the work units and often makes this decision independently (within authority delegated by the executive level). Looks for opportunities to improve the status quo. Understands technology used in operation and the supporting technical theories but detailed technical knowledge is not the primary focus of this role. Supervises other managers and rarely supervises non-management employees directly. The translation of policy to operational standards is delegated to the Manager. Directs the operation of a large unit that includes several related work units.

<u>Competencies</u>
Employee has a significant role in representing the organization to senior level management of clients and external committees. Responsible for modeling positive **customer service** standards. Understands the relationship between customer business and technology solution. Develops an environment that encourages **teamwork** and models positive **teamwork** within the unit.

Effective Communication is seen in the ability to communicate clearly to other managers and senior level agency personnel. Person must be able to move organization forward by persuading other decision-makers. Audience is often employees, managers, formal committees, news media and/or the General Assembly. The ability to establish a positive rapport with others is important. Has strong **organization awareness.** Knows other sections in the organization and understands their role. Spends more time on organization-wide issues at the high level than the manager.

Employee is responsible for **talent development** for a large work group with a focus on the total skill set of the organization and ensuring skill development both for employees' next job and for the future work of the work unit. Responsible for coaching and development of managers supervised. Director approves hiring recommendation made by manager. Oversees handling of disciplinary issues to ensure they are handled appropriately.

Responsible for **business management** of the work unit through structural set up of organization to ensure effective management of financial and human resources. Held ultimately responsible for budget development and operation.

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Strategic leadership of work unit is accomplished through evaluation of industry trends and organizational leadership. Decisions are based on the research and work provided by staff members. Must be able to assess feasibility of large-scale projects by evaluating its costs, risks and benefits.

Focus in on medium to long range planning for the unit. Holds managers accountable for projects implemented. **Planning and organizing** is accomplished by monitoring projects at significant milestones and work produced. This position is not involved in the detailed project plan but measures success of the project by monitoring the output of others.

Technical leadership is provided through a broad understanding of industry trends. The strength of this position is to understand the relevant technical issues in macro terms. Emphasis in this role moves from detailed technical expertise to management ability. This position must be able to provide guidance to staff in resolving difficult technical issues at the macro level.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.